



NEWS

HQ AFRC/SV, Robins AFB, GA 31098-1637

AFRC RP 34-1

What's This Picture All About?

See story on page 19 to find out why Dobbins ARB GA is buzzing with excitement...

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From the Director,

Many of the mobilized Services reservists have been demobilized or will be demobilized very soon. Others continue to serve in support of global requirements. The personal sacrifices made by Citizen Airmen, families, and employers helped ensure the success of Operation Iraqi Freedom.

Major Dawn Crews-Seams, CMSgt Derek Rooks, and members of their 512th Memorial Affairs Squadron (MAS) were in New Orleans on 27 June 2003 to accept their award from the Reserve Officers Association as the Outstanding Non-flying Reserve unit. The 512th MAS was also selected as the AFRC nominee for the Air Force Services Readiness Award. The squadron members were congratulated by Lt Gen James E. Sherrard III, Commander, and Maj Gen John Batbie, Vice Commander.

Major Toni Kaplan has replaced Captain Tim Sites as HQ AFRC/SV Executive Officer. Major Kaplan is now the AFRC POC for the Worldwide Services Conference to be conducted at Wright Patterson AFB, 24 – 29 August 2003. Once again, all AFRC Services Commanders and Directors are invited to participate. Please send your topics for the AFRC breakout to Toni.Kaplan@afrc.af.mil. Captain Sites replaced Major Kaplan as the Robins AFB Services Deputy.

The one area of Services that AFRC had little involvement was in family programs, i.e., Child and Youth programs. That has changed this year. We were invited to participate in the Air Force Youth of the Year Program. Our representative was Allison Harper, daughter of TSgt and Mrs. Harper, 440 AW. TSgt Harper is a mobilized reservist. Allison attended a recognition program in Washington, DC in June. AFRC was also invited to compete for Air Force Scholarships to NASA's Space Camp in Huntsville, AL in August. Jason Ellis, whose father is an ART in the 94 AW, won one of the 34 scholarships.

Since July 2002, reservists have been authorized to use free Extended Duty Child Care at active duty bases during UTAs. Dover AFB leads by far the Reserve use of this program, but it has also been used at 13 other active duty bases. Contracts have now been awarded to home care providers at test locations where ANG and AFRC are collocated. Initially, these locations are Niagara Falls, Pittsburgh, Portland, and Selfridge. HQ USAF/ILV has funding for these programs for 4 years at this time.

Please be very careful as you enjoy the season and don't become a statistic in the 101 Critical Days. Remain very security conscious when you participate in summer activities. Thanks for all you do for AFRC and the Air Force.

Robert N. Bonnis

HQ AFRC Director of Services

AFRC Services News

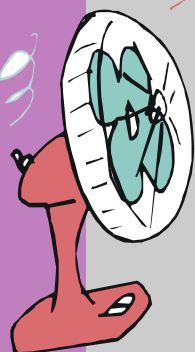


Services Photo Opportunities



AFRC Services welcomed MajGen Robert Siegfried, MA to AF/IL and Col Mark Brinson, AF/ILR during a recent visit to HQ AFRC Services. From left to right: Lynda Sheltmire, Recreation Support Chief (Ret); Bob Bemis, AFRC Director of Services; Col Kevin Schroeder, Assistant Director of Services; MajGen Robert Siegfried, and Col Mark Brinson.

It's a Breeze!



To find out the latest & greatest at AFRC Services... visit our web site:

From the restricted site go to our HQ AFRC/SV webpage or visit the public site at <http://www.e-publishing.af.mil>

"Coming together is a beginning, staying together is progress and working together is success."

-Henry Ford
American car manufacturer
(1863-1947)



MSgt Steve Harris and Maj Bruce Simpson, 446 SVF, McChord receive the honorary AFRC Services coin from Mr. Bob Bemis, Director of Services, during a recent orientation tour of HQ AFRC Services.

Resources Division

Saving Resources

Sometimes we can't see the forest for the trees. Sound familiar? During the past decade, we have tried several different ways to conserve, to save, to become a paperless society. And sometimes we succeed; but on the other hand, the files we email to each other, can consume a lot of space on our hard drives. Files such as pdf; zip; bmp; ppt; pps; can eat up some disk space. Before

you know it, your system is low or out of disk space and running slower than ever.

Just like the top of your desk, it is periodically necessary to take time to "clean-up" the clutter inside of your computer so that you can continue to



work effectively. Set aside a block of time regularly and review the data you have stored on your hard drive. If

you'll never need it again, delete it. If you don't use it, but still feel you should hold on to it, write it to a CD. If you haven't accessed a data-file in over a year, it is a safe bet that you can remove it from your system.

Understand that this advice is intended for data-file management only. You should never attempt to delete files that you are unsure of. Unless you're sure of what you're doing, stay out of the Windows folder and the Program Files folders. Work with your data-files only. **(Kenn Ward, SVFS, 497-2087)**

New Budget & Financial Analysis System (BFAS)

Most of you should be aware by now that AFSVA has a project underway to replace the current Excel and Access-based NAF budgeting system with a web-based application called BFAS. Progress is steady and they are still shooting for an initial program release in Dec 03.

Of course, this date is subject to change dependent on the success of their testing. HQ AFSPC has signed up to help field-test BFAS so they plan on giving it a good shakedown before opening it up to the world. The intent is to make BFAS as user-friendly as possible and, as a web-application, that means limiting the number of screens you have to access to get the job done. This in itself is a challenge, but one that the programmers constantly remind themselves of

"Sometimes we can't see the forest for the trees (and the bears)..."

and are producing great results in the initial look and use of the system.

Training, of course, is an issue with any new system and it is one they hope to bring to you by doing initial classes at each MAJCOM. The goal before releasing BFAS to you is to have tested and stressed the system so much that you will actually enjoy using it once you get your hands on it!

Stay tuned for further updates on BFAS and how the testing is progressing – your new NAF Budgeting and Financial Analysis System is just around the corner. POC is Mr. Alan Mick, HQ AFSVA/SVFAF, DSN 487-6672.

Plans & Force Management



Ms Marilyn Sanders, Chief, Plans & Force Management Division discusses the culture of the HQ AFRC Services organization with MSgt Steve Harris and Maj Bruce Simpson. Top : Maj Bruce Simpson and Ms Marilyn Sanders. Bottom: MSgt Steve Harris and Maj Bruce Simpson, 446 SVF, McChord AFB.



“Shurr...”

Did you hear
we can share
newsworthy
AFRC-wide
information for
all to read in
our
Services NEWS
just by
emailing
the article and
photos to
phyllis.link@afrc.af.mil

Human Resources Office

401K Changes

Effective 1 July 2003, investment options for the 401K Plan were changed from 11 to 9. All employees should have received a letter from Scudder Investment Services referencing the new investment options and the options that are no longer available.

All investment options should have been changed no later than 27 June 2003. If you chose not to move your investments, they were automatically completed by Scudder. You may change your investments by calling 1-800-541-7705 or via the Internet at <http://university.scudder.com>. (Peggy Sim, SVXH, 497-1318.)

Direct Deposit

All employees were required to have direct deposit of their salary checks no later than 16 June 2003. If you cannot secure an account, a waiver must be approved. Checks will be mailed to the address on file in the Human Resources Office for employees who do not have direct deposit. (Peggy Sim, SVXH, 497-1318)

Services Retention Database

What impact has stop loss, mobilization, and high OPSTEMPO had on your Prime RIBS force these past 18 months? What losses can you expect to see in the near future and for what reasons? Could your early involvement possibly 'save a loss'? How could advanced knowledge of future vacancies positively affect recruiting and training quota projections? So many questions and not a lot of answers.

Last Jul 02 when stop loss was lifted there was concern about potential personnel loss. The data AFRC Services manually gathered at that time projected an overall 11% loss in

RIBS personnel during the 1st Qtr FY03 (Oct-Dec 02). AFRC senior leadership questioned why so many Services personnel were projecting to leave and if we had confidence in that percentage. At that time, we didn't have the answers. Consequently we initiated the computer-based Services Retention Database (SRD).

Prior to the SRD, there wasn't a tool available to project and manage future personnel losses.

SORTS and exit surveys are reactive and reveal what happened but not what's projected to happen. By being able to project future losses, you are afforded the opportunity to get involved early to potentially "save" or at least determine the reason for the loss. Projection of vacancies also helps with the identification of future recruiting and formal training requirements.

The data as of 16 May 03 is projecting an overall loss of 4% for the Apr-Jun 03 quarter (4AF 3%, 10AF 6%, 22AF 5%). Hopefully, the unit ART and Services commander, as well as the NAF SV ART, are reviewing these statistics and getting involved in determining the reason for the loss and if that loss is savable. The

job for Recruiting is getting tougher and we all need to work together to help retain our Services personnel.

On 10 Jul 03 we will pull your 3rd Quarter actual data and compare it to your previous

quarter's projection. This data will be provided at times to brief senior AFRC leadership. Additionally, the success of the SRD could have potential for much wider application to other career fields. Stay tuned for future updates. If you have suggestions for improvement or need a specific question answered, please contact Maj Kortum at DSN 497-2098.

(Marilynn Sanders, SVX, 497-0210)



Baking in the Field

I was reading an article in the Government Food Service magazine that had discussed Mr. George Miller's (HQ AFSVA/SVF) views regarding the importance of baking skills. It seems as if we have moved toward using so many ready to serve / bake products that our baking skills are somewhat lacking. This can have a dramatic effect on our ability to produce a quality product when we are deployed to a location without the aid of the Pillsbury Dough Boy.

Our school has taken on the challenge to improve the baking skills of our students. We are starting with the basic tasty biscuits, round cookies, and muffins for breakfast. I must admit we are using boxed mixes but in a new and innovative way. Do you know you can make cookies from a cake mix? Also, if you check the internet sites for the different baking companies you will be amazed at the recipes you can find.



Another simple change we have made is to use round cake pans instead of the square sheet pans. It's much easier to make a two-layer cake that way. We tried to bake with a sheet pan but it ended up looking like a pineapple upside down cake. Even with mishaps like this we try to teach our students to improve with their next attempt. You need to remember some of our younger troops may have never been exposed to preparing homemade baked goods except at tech school.

Baking also is an excellent tool for challenging our creative personnel to make something that will highlight some of the true skills of our craft. We can be more than just cooks if we want to. So when you come to SCT expect to be dazzled by the stunning pastry products prepared by our students. **(SMSgt Steve Badowski, SVXR, 625-5873)**

Promotion to CMSgt!

Congratulations are in order for CMSgt Vernetta L. Joyner, 94th Services Squadron, Dobbins Air Reserve Base, Georgia. CMSgt Joyner was promoted to Chief effective 1 May 2003. On behalf of all the enlisted personnel of HQ AFRC Services, please accept our congratulations for a well-deserved promotion. **(CMSgt Putman, SVXR, 497-0341)**

Services Awards!

Throughout this calendar year numerous individuals have been mobilized or have provided support through MPA or RPA completion. We have heard that many individuals have exceeded expectations and have performed "above and beyond." Now is the time to recognize these individuals for the outstanding support given to your unit/wing and deployed location. AFI 36-2852 contains the

award guidance and criteria for all Air Force Services Awards. I encourage all supervisors to submit deserving personnel and acknowledge their outstanding contributions while still fresh on the mind. The key to effective supervision is ensuring people have a sense of worthiness and are recognized for their contributions. A little time spent now will provide benefits in the future. **(CMSgt Von Putman, SVXR, 497-0341)**

Air Force Institute of Technology (AFIT) Courses

The course schedule and description of classes for FY04 are posted on the AFIT website, <http://cess.afit.af.mil/>. AFIT courses are required of Services officers per AFMAN 36-2105. AFIT is in the process of making changes to the enrollment process.

For Services Initial Skills Course, (SVS101) form DD-1556 will need to be completed approximately 120 days prior to class start date. The quota can be requested at that time. Once the DD-1556 has been completed and signed, a copy for record should be faxed to AFRC/SVX, DSN 497-2112, attn: Gayle Murphy.

The wing training monitor will process the DD-1556 and forward to AFRC/DP, attn: Sylvia Rutland. All other AFIT course enrollment procedures are being established and finalized between AFRC and AFIT. When this is completed, the info will be forwarded to the units. All Services officers and applicable civilians should view the AFIT home page. **(Gayle Murphy, SVX, 497-2097)**



SURINAME

LOCATION: Northern South America, bordering the Atlantic Ocean, between French Guiana and Guyana

FACTS: Independence from the Netherlands was granted in 1975. Five years later the civilian government was replaced by a military regime that soon declared a socialist republic. It continued to rule through a succession of nominally civilian administrations until 1987 when international pressure finally forced a democratic election. In 1989, the military overthrew the civilian government, but a democratically-elected government returned to power in 1991.

FY04 DFT Commercial Travel Funds Eliminated

AFRC/CV has eliminated the use of HQ commercial travel funds to support all non-essential FY04 Deployments for Training (DFTs). HQ commercial travel funds will still be provided for all command essential/SORTS related deployment travel when military air is unavailable. For Services, this will include Port Mortuary Training and Services Combat Training. Units can still schedule non-essential annual tour DFTs when personnel are available; however, military airlift or unit funded commercial travel must be utilized. **(Pat Patterson, SVXX, 497-2100)**

Volunteers Needed for NH-04 Suriname

Services volunteers (3M0X1s) are needed to perform annual tour support for New Horizons 2004 (NH-04) in Suriname. Suriname is a small country in South America that borders Brazil. AFRC/CE (Civil Engineers) is the lead for the NH-04 Suriname humanitarian project.

The project primarily involves construction of a school and two medical clinics. Services members will provide food service, lodging, recreation, and fitness support to 100 - 150 people. You will work and be housed in a secure base-camp. The kitchen will be an electric fixed facility. AFRC Prime RIBS units wanting to participate must be able to schedule a five to ten person team for a 15 day annual tour rotation. Units interested should contact Mr Pat Patterson at DSN 497-2100.

SORTS: Personnel Measured Area

According to AFI 10-201, Status of Resources and Training System (SORTS) is an internal management tool for use by the Chairman Joint Chiefs of Staff (CJCS), Services, Unified Commands, and Combat Support Agencies. SORTS is the single automated reporting system within the Department of Defense that functions as the central registry of all operational units of the US Armed Forces and certain foreign organizations. The purpose of SORTS is threefold: it provides data critical to crisis

The purpose of SORTS is threefold

planning; it provides for the deliberate planning process; and is to be used by the Chief of Staff US Air Force (CSAF) and subordinate commanders in assessing their effectiveness in meeting their Title 10, United States Code responsibility. All units with an Air Force Personnel Accounting Symbol (PAS) code will be registered.

After viewing many Services SORTS reports, errors are continually being made in the Personnel measured area. This is found in Chapter 3 of AFI 10-201 (SORTS) pages 46-50.

IAW para 3.1.1.1 - **ASSIGNED** personnel are defined as the total number of personnel signed in at the gaining unit or Report No Later Than Date has expired (whichever occurs first) on a permanent change of station until they sign out. This includes members that maybe in Basic Training, Tech School and deployed members. All should be included in assigned total.

IAW para 3.2.1 – Personnel are considered **AVAILABLE** if they are assigned to a unit; are physically present at home station, at a deployed location when they can redeploy within re-

sponse time, or can be present within the prescribed unit response time; and are not restricted from deploying or employing with the unit. Also count personnel as available if their availability code(s) on an Air Force Personnel Desire List or provided through PC-III match those from AFI 10-403 and the commander determines them available where appropriate (commander's choice).

Note: One-levels should not be counted in this area because they are not trained and are not deployable.

IAW para 3.1.2 - **TOTAL PERSONNEL**: All personnel are counted regardless of AFSC, skill level, or grade as long as they are not excess to requirements in the AFSC, grade, or skill level.

IAW para 3.1.3 - **CRITICAL PERSONNEL**: Table 3.4 (Rule 7) determines which AFSCs are critical. Only required AFSC, skill level, or grade are counted. The number of assigned personnel cannot exceed the number of authorized personnel.

The fundamental premise of SORTS reporting is integrity. Services Commanders are asked if SORTS reports are accurate and compared to prior and current months before signing. As stated in the

beginning, SORTS is an internal management tool for use by the Chairman Joint Chiefs of Staff (CJCS),

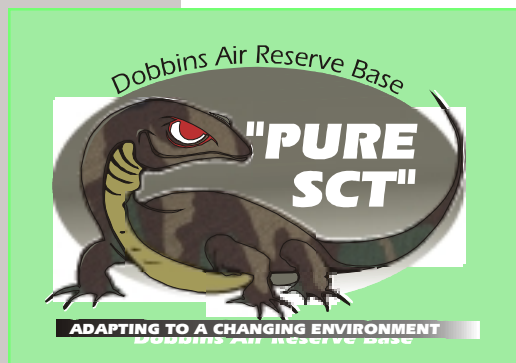
Services, Unified Commands, and Combat Support Agencies. As Services Commanders, you are verifying these reports as a synopsis of the readiness level as well as the accuracy of the information. (SMSgt Unlanders "Lannie" Joseph, SVXR, 497-2099)

The premise of SORTS reporting is integrity

Commandant Incorporates Fitness into Combat Training

Promoting fitness in the field requires a strong training program delivered by each of the five Services Combat Training (SCT) sites across the Air Force. Fitness knowledge is an area that SMSgt Steven Badowski, Commandant for the Dobbins SCT site, truly sees as a critical component of readiness. "Our team at the Dobbins SCT believes deployed personnel need all the tools, resources, and skills to step up to the challenge of running their own fitness center and programs in an austere location." Their motto, "Adapting to a Changing Environment", emphasizes the personal role instructors have in not only core areas, but in preparing students for fitness operations in a field environment.

In addition to the current SCT fitness curriculum, students at Dobbins will set up and market two fitness events, learn unique "field" fitness requirements for programs and equipment, perform fitness assessments, and cover health and safety issues associated with deployment. "Our instructor team realizes the critical influence that a fitness program will have on our war fighting capability, and we use all available resources to incorporate excellent fitness education into our SCT training." The majority of Dobbins' SCT instructors have completed the AETC Fitness Specialist and Cooper Physical Fitness Specialist courses and continue to seek training and new information that can be integrated into the course.



SMSgt Badowski not only has a fitness focus as an instructor and customer, but as a father. Katie, his daughter, is on active duty and assigned to the fitness center. She has been very enthusiastic about using her skills since completing Fitness Specialist and Cooper courses. Knowing how much her training has benefited customers at home station, SMSgt Badowski is a driving catalyst for spreading this knowledge to those preparing to lead the fitness charge at deployed locations. To sum it up, he says "We all need to set the standard in field fitness by ensuring our training and programs maximize our war fighting capability." (SMSgt Steve Badowski, SVXR, 625-5873)

PURE SCT
NO ADDITIVES

Programs Division

Let's Talk Sponsorship and Donation

In our military world, the Services squadron is the only Air Force organization authorized to use commercial sponsorship to offset program expenses. Sponsorships help finance Morale Welfare and Recreation (MWR) programs and events that benefit the entire base community.

Donations are welcomed but do not come with the recognition benefits that are so attractive with sponsorship. Donation is a one way street that basically offers limited public recognition to businesses providing financial or product support.

Sponsorship is a two way street. It involves a partnership that is mutually beneficial to the military and your business partner. Sponsors provide us with financial support or in-kind products to enhance our events and we provide them with publicity channels to access our lucrative military customer market.

Many times, 'donations' are incorrectly referred to as 'sponsorship' since both provide financial or product support from a business or company to

offset our event expenses. However, that is where the similarities end.

Anyone can receive or solicit for off-base donations when it is done in a manner that distinctly shows that they are not an official part of the Air Force. The key is to be careful not to misrepresent the military or call the support received a sponsorship. Remember, "sponsorship" for events other than the ones run by Services squadrons is not allowed.

To be eligible for sponsorship, you must be able to answer 'yes' to the following question :

- *Is it an MWR Services event open to the entire base community? (Honor Guard, Lodging, and Dining Facility do not fall under the category of MWR)*

Misunderstandings about donations directly affect local support for Services events which directly affect program enhancements for our military community. Questions about donations and sponsorship should be directed to HQ AFRC Services Marketing. **(Phyllis Link, SVPC, 497-2101)**



From left to right: Colonel Carl E. Vogt, 911th Airlift Wing Commander; Coleen Czachowski, Marketing Director; Marci Bihler, Marketing Assistant; Lt. Col. Charles F. Boivin, Mission Support Group Commander

2003 Marketing Award Winner!

Congratulations to Pittsburgh's Coleen Czachowski and Marci Bihler, winners of this year's AFRC Services Marketing Award. Second place goes to Jerry Slipko and Andrew Church of Niagara Falls. Congratulations to Youngstown's Joe Schoolcraft-Burkey and Jennifer Maulik in the "Most Improved Category".



ATWIND Blows Into Youngstown

Brigadier General Michael F. Gjede, Commander of the 910th Airlift Wing, officially kicked off the 2003 ATWIND contest in Youngstown OH.

Shown in the photo are:
Col. Steven Chapman,

Commander of the 910th Operations Group; Brig. Gen. Michael F. Gjede; Col. Rob Belknap, Commander of the 910th Mission Support Group; Mr. Joe Schoolcraft-Burkey, 910th Services Marketing Manager; and Mr. Henry Shaffer, Director of Services at the 910th Airlift Wing.

—MSgt. Bryan Ripple, 910th Public Affairs.

“Around the World in Ninety Days” (ATWIND) is an interactive web-based game created by AMC to help increase awareness and participation in the various programs, events, and services offered to customers base-wide.

A Marketing Workshop targeted to AFRC's Marketing Managers is planned for 24 - 28 August in San Antonio, TX. The workshop will be an extension of the Club/Marketing Workshop running 26-28 August.

**AFRC
Services Marketing
2003**

AFRC's Maymentum Continues... Award Winners Announced

Congratulations to March ARB for their first place win in the 2003 Maymentum competition. Pittsburgh ARS PA placed second in the annual fitness program award. Both receive a monetary operating grant for their efforts in promoting physical fitness at our AFRC installations (1st place - \$1000 and 2nd place - \$500).

The intention of the program is to keep the May Fitness Month initiatives alive throughout the year with events that appeal to our general population and to get our customers involved in fitness activities year-long.



Fitness is a core element of our military and staying fit is important to our mission and our personal well-being.

Many of the entries did an excellent job in creative programming and had some well attended events. Thanks to all that submitted a package for consideration. We know a lot of effort and time goes into putting together a well organized package and we commend all of our installations

that went the 'extra mile' to compete in this unique AFRC award. Great job and let's keep the 'maymentum' going throughout the year! **(Phyllis Link, SVPC, 497-2101)**



2003 AFRC Services Award Winners

ARC Field Grade Officer of the Year..... Lt Col Ernest Goodman, 507 SVF

Senior Civilian Manager of the Year..... Mr Henry Shaffer, 910 SVS

ARC Company Grade Officer of the Year..... Capt Richard Frye, 911SVS

Civilian Manager of the Year..... Ms Tamara Davis, 934 SVS

ARC Senior NCO of the Year..... MSgt Christopher Goosby, 919 SVF

Senior Civilian Specialist of the Year..... Ms Raenita A. Monroe, 512 MAS

ARC NCO of the Year..... TSgt Electra Wright, 512 MAS

Civilian Specialist of the Year..... Mr Terry Bozeman, 94 SVS

ARC Airman of the Year..... SrA Lynette Luginu, 507 SVF

Civilian Technician of the Year..... Ms Rosa Scott, 94 SVS

Air Reserve Technician of the Year..... TSgt Andrea Fisher, 302 SVF

Readiness Program of the Year..... 512 MAS, Dover AFB

Fitness and Sports Program of the Year..... 934 SVS, Minn-St Paul ARS

Consolidated Club of the Year..... 94 SVS, Dobbins ARB

Outdoor Recreation Program of the Year 94 SVS, Dobbins ARB

Marketing Program of the Year

First Place..... 911 SVS, Pittsburgh ARS

Second Place..... 914 SVS, Niagara Falls ARS

Most Improved..... 910 SVS, Youngstown ARS

Youth of the Year Award..... Ms Allison Harper, 440 AW

Honor Guard Member of the Year..... SSgt Myla Ferrer, Travis AFB

Honor Guard Program Manager of the Year..... MSgt Jon Saunders, Travis AFB

John L. Hennessy Award..... Duke Field Dining Facility

Innkeeper Award..... Dobbins Inn, Dobbins ARB



Congratulations Are In Order!!



A career broadening experience awaits Capt Tim Sites, SV Executive Officer as he transitions to a new position with the 78SPTG/SV.

Thank you Capt Sites for all your hard work and dedication! We wish you the best!



BGen Lytle, USAFR Assistant Vice Commander presents Marilyn Sanders, Chief of Plans and Force Management with her thirty year citation in a recent ceremony.

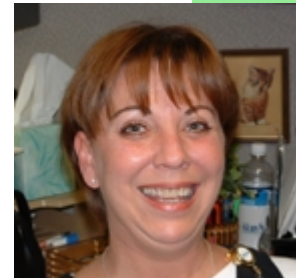


We extend a warm welcome to our newest HQ AFRC Services member, Maj Toni Kaplan, as she takes on the new challenge of Services Executive Officer.

Welcome Maj Kaplan!



MSgt Jeff Smithers officially pinned on his new rank effective 1 July at a ceremony in his honor. Doing the honors are his sons Jeremy and Justen. Great job MSgt Smithers!



The good news is Karen Watson, SVX Secretary, received a well deserved promotion. The bad news is she will be leaving SV to work for another directorate.

Thanks Karen for being a Services team player. We wish you the best in your new career!

"There are no secrets to success. It is the result of preparation, hard work and learning from failure."

**Colin Powell
U.S. Secretary of State**



What: AFRC Customer Care University 1 day training workshop

Where: At your location. Our facilitators come to you!

When: At your convenience. You select the day and location!

Why: To introduce and refresh AFRC personnel to the concepts of Customer Care. To identify benefits received by their organizations and to their mission.

Who: All Air Force Employees

How: Contact AFRC's CCU Executive Director Ralph Lake at DSN 497-0221.

Cost: FREE

Testimonials from past classes

- *Class exceeded my initial expectations.*
- *I highly recommend it!*
- *A fantastic program!*
- *A fun time as well as educational!*

Coming Soon...
'Give them the Pickle'
film clip!

SVP Interest Item of the Quarter

I'm not a history buff, but occasionally a tingling of yesteryear enters my mind. I do, however, believe that there are spirits (human, not alcoholic) that demand our attention from time to time. The age and eeriness of certain places tend to surface a response in me, and I must find out more about... what was before.

Such a place exists at Minn/St Paul ARS. While the majority of the facilities we have in AFRC date back to post WWII, we have one facility that goes back much further in time to pre-WWI. This facility is the Minn/St Paul's Fort

"There are spirits that demand our attention from time to time"

Snelling Officers' Club. The mystique of the building hits you even as you drive into the parking area. The "Officers' Club" was built in 1905, and was re-designed and renovated in 1934 under the Federal Government WPA Project.

The lower level was added in 1937 and included a parlor, card room, ping pong room, club room, bowling alley, and a two bedroom apartment. The parlor room contained the bar, and an ice cooler complete with ice chute. The card room was located off the parlor for late into the evening gambling. There was also a bowling alley which utilized enlisted men as pin-setters, and featured a gallery with seating for 53 people. This activity was removed in 1968, and a pool room and stag room were installed.

The apartment featured two bedrooms, living room, and bathroom, and was conveniently located next to the coal chute. This area is currently utilized as a food storage and preparation area.

In 1937 the upper level consisted of a dining room, kitchen, women's room, checkroom, lounge, and porch. The dining room contained a piano, jukebox, a portrait of Col Leavenworth and a rare portrait of Lt Col.

Snelling. The lounge room was actually the original club entrance and was air conditioned in 1956. This

area was split into two rooms by the addition of a bar. The porch was originally used as a screened porch, and was fully enclosed in 1965. It was also used in the 50's as an armory/classroom. Operation of the club was turned over to the Air Force during the Korean War.

There have been many changes to this facility over the years. But as you walk through the facility you feel as though you're walking back in time, and at night before closing when the

"As you walk through the facility, you feel as though you're walking back in time"

floors creak, you wonder if Col. Snelling approves of what he sees. We think he does. There's no groaning, just the air of presence that makes you aware, and wondering what a grand place it must have been. It also makes us proud that we've maintained this facility and it continues on successfully.

(Lynda Mikanowicz, SVPM, 497-2103)

"The age and eeriness of certain places.."





The Smithers Report



MSgt Jeffrey W. Smithers
*Command Food Services
Superintendent*

Effective 1 Jul 03, TSgt Jeffrey W. Smithers was promoted to the rank of Master Sergeant. He has been on active duty for 14 years and his previous assignment was at Moody AFB, GA.

Nominations for Hennessy Due 18 Jul

Once again it's time for the Air Force John L. Hennessy competition. The John L. Hennessy Trophy Awards program was established to promote the highest standards of food service throughout the Air Force and Air Force Reserve. The special award that is presented to the Air Force Reserve winner is to recognize the increasingly important role played by the Reserve in the total Air Force mission.

If your food service operation is deserving of this recognition, please prepare a nomination package containing a narrative of food service accomplishments for calendar year 2003. In addition, provide a food service fact sheet containing the following information:

- a. Name, location, and brief mission statement of the installation.
- b. Full name, grade, and military address of the wing commander, SPTG commander, Chief of Services, food service officer/superintendent, and QAE.
- c. Name and address of the food service contractor and name of the contract manager.
- d. Name and address of the food service facility, operating hours, supervisors, list of average attendance for breakfast, lunch and dinner meals.

Packages must reach HQ AFRC/SVP NLT 18 Jul 03. The AFRC Hennessy evaluations will take place in September through January timeframe. To be considered as a nominee, your dining facility must be available to be evaluated during this time frame. No exceptions will be considered. All nominees will also need to have a 5x7 photograph of the dining facility staff taken during the evaluation.

Please call MSgt Jeffrey Smithers if you have any questions. (**MSgt Jeffrey Smithers, SVPM, 497-2104**).

Worldwide Food Service Workshop

It's time to start planning for the Worldwide Food Service Workshop and DSCP Subsistence Customer Conference scheduled 6-10 Oct 03 in Atlantic City NJ.

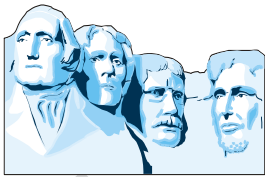
We'll be receiving information on the DSCP (Prime Vendor) Program and get hands-on training on Corporate Food Service (CFS) software. This is particularly important because we're trying to migrate to both of these new systems.

It is important to forward the list of attendees to me by 15 Jul 03 and make reservations at one of the following hotels:

- Sheraton Convention Center Hotel 1-888-627-7212, rate \$119.00
- Tropicana Resort 1-800-247-8767, rate \$95.00
- Trump Plaza Hotel 1-800-677-7378, rate \$110.00

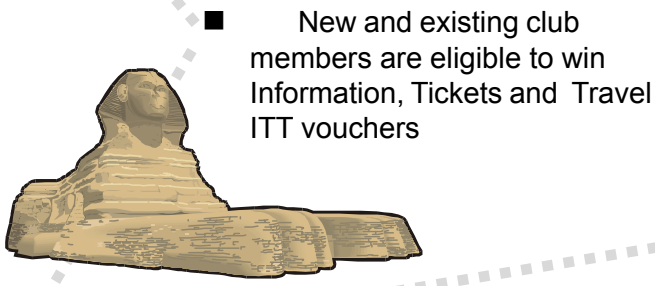
Cut off for reservations is 5 Sep 03. If you have any questions, please give me a call. Thanks!! (**MSgt Jeffrey Smithers, SVPM, 497-2104**)

New Club Promotion Brings Adventure and Excitement to Club Membership



■ A combination of 16 prizes will be awarded to club members in AFRC—8 prizes to new members recruited during this campaign and 8 prizes to current members—winners will be randomly selected

■ The membership drive will be conducted 18 Aug – 31 Oct 03 and will be open to all eligible non-members (active duty, reserve, civilians, retirees) and current members



■ New and existing club members are eligible to win Information, Tickets and Travel ITT vouchers

■ Vouchers will be awarded to winners and can be redeemed at your local ITT office or via the Air Force Services Agency Central Ticket Office (for those installations that do not have a local ITT office)

PRIZES FOR AFRC			
CURRENT MEMBERS AND NEW MEMBERS INCLUDE:			
Prize	Item	Value	# Awarded
Grand Prize	Travel Package	Up to \$5,000	1
Second Place	Travel Package	Up to \$3,000	1
Third Place	Travel Package	Up to \$1,000	2
Fourth Place	Travel Package	Up to \$500	4



■ Winners can redeem the vouchers for various ITT travel packages, design their own package, purchase sports and entertainment tickets, airline tickets, hotel stays, and or rental vehicles



■ Winners will be selected the week of 17 Nov 03



■ Contact your local AFRC military club for all the details on this program other benefits of club membership

Honor Guard

Thanks to the Chief Master Sergeant of the Air Force, Gerald Murray, for the implementation of the annual CMSAF Honor Guard awards program.

This awards program presents an outstanding opportunity to recognize our superior performers in the categories of Base Program Manager of the Year and Base Member of the Year. But beyond receiving awards at the AFRC level, the command winners' packages are forwarded to Chief Murray's office to compete for the AF level award.

We've been Honor Guard partners with the active duty for a long time. Now we are being recognized along side our active duty counterparts for the awesome contributions and accomplishments of the proud men and women who serve in the AFRC Honor Guard.

We are pleased to announce and forward to the office of the CMSAF our AFRC nominees for 2003.

Base Honor Guard
Program Manager of the Year
MSgt Jon D. Saunders, Travis AFB

Base Honor Guard
Member of the Year
SSgt Myla V. Ferrer, Travis AFB

Thanks to all of you who submitted award packages. We received eight packages in each category. It is obvious that a lot of work went into each package. We are proud of each of you. We expect even greater participation next year.

Keep up the good work and continue to look for ways to recognize your team members at your locations.

To Honor with Dignity...



**Base Honor Guard Member
of the Year
SSgt Myla V. Ferrer,
Travis AFB**



**Base Honor Guard Program
Manager of the Year
MSgt Jon D. Saunders,
Travis AFB**





The 911th Airlift Wing Hosts Annual Children's Easter Egg Hunt

The 911th Airlift Wing hosted its annual Children's Easter Egg Hunt April 12, 2003 at the base pavilion. Over 40 children from infant to 10 years of age attended. Everyone in attendance enjoyed the hunt, pinata, snacks, and a visit from the Easter Bunny.

Krispy Kreme donated 10 dozen donuts and a local dairy donated chocolate milk and orange drink. Recreation Assistant, Shirl Messner, said, "The sun was shining and everyone had a smile on their face. This was one of the best Easter Egg hunts we have ever had."

(No Federal Endorsement Intended)

No More Scary Bunny!

We are happy to report that Pittsburgh has a new 'bunny suit' and the kids agree that it's not as scary as the old tattered and torn suit that was missing its' ears.

DID YOU KNOW?



All DoD facilities are smoke-free



Pittsburgh's Easter Egg Hunt - Fun for All

The Dobbins Inn - A Contender For Innkeeper 2003 -A Note From The Dobbins Services Chief

The Dobbins Inn has made a miraculous change in the past three years. All existing facilities received a major facelift, and a new facility was introduced into the inventory in Sep 02.

Through the outstanding efforts of Ms. Alice Fields and her terrific lodging staff, all four facilities look spectacular. In addition to the upgrades, many new customer friendly programs have been put into place. These include layover and champagne baskets (resale), the peek-a-boo housekeeping initiative, ATM service, book exchange library, Enterprise rental car access, and many more.

Ms. Rosa Scott, the executive housekeeper, and her energetic staff have done an excellent job maintaining the facilities.

The end result of all these efforts is the honor of being the AFRC Innkeeper for 2003. The support of AFRC lodging staff and budget personnel has

been instrumental in the success of upgrading the facilities and winning the award. Dobbins Inn is a very

strong contender for the Air Force Innkeeper of the Year. Please give them a call and wish them luck!

Jess Holcomb
Chief of Services

A Note From Dobbins Services Chief - Mr. Jess Holcomb

From page 1

AFRC Services News



Maymentum Highlights at the 911th

May Fitness Month proved to be another successful program for the 911th Airlift Wing. 911th Services hosted Three-Point Shooting and Foul Shooting contests, which attracted 19 patrons and 15 patrons, respectively. The winner of each day's contest received an Air Force Services t-shirt, which was provided by HQ AFRC.

Twenty golfers joined Services for a Golf Scramble on May 16. Golfers received use of golf carts, lunch, refreshments, and a sleeve of golf balls, compliments of Dick's Sporting Goods. Each of the members of the winning foursome was awarded a One-Night Stay in a Jacuzzi Room from the Airport Plaza Hotel.

Services also hosted a 1.5-mile Fitness Walk. Each of the 21 walkers was treated to a Power Bar, compliments of Wal-Mart and bottled water, from Tyler Mountain Water. One lucky walker won a One-Night Stay with Breakfast for Two at the Holiday Inn.



The final May Fitness Month event was the annual Health and Wellness Fair. Ohio Valley General Hospital offered Vision Screening, Glucose Screening, Blood Pressure Screening, Height and Weight, Pain Treatment, Sleep Lab, a Foot Diabetes Test, and "Ask the Doctor." All fair-goers received band-aid dispensers, pens, note pads, pill-boxes, and more from the hospital.



Services also provided a "Punch Card" for

Fitness Center patrons. The 75 "Punch Card" participants received a "punch" for each day that they participated in a Fitness Month activity or patronized the Fitness Center. Nineteen participants turned in their punch cards at the end of the month and each patron received a prize, such as a t-shirt, muscle shirt, hat, lanyard, or bumper sticker.



Other daily activities included volleyball games, pick-up basketball, and various cardiovascular, toning, and weightlifting activities. The May Fitness Month Program continues to grow for the 911th Airlift Wing, from 1540 participants in 2001, to 1812 participants in 2002, to 2171 participants in 2003!

MAYMENTUM
More Active You Fitness Program

Billy Blanks Kick-Off May Fitness Month at March ARB

The theme of this year's May Fitness Month was : " May...A More Active YOU". To demonstrate the means by which you can establish and maintain a more fit and healthy lifestyle, the Fitness/Sports Center offered a multitude of special activities.

One of the highlights for May Fitness Month Activities was the special appearance of BILLY BLANKS, "Mr Tae Bo".

Mr. Blanks is the creator of the enduring fitness phenomenon known the world over as "Tae Bo". This intense work out combines martial arts, boxing, dance, and music to tone the body with awesome results.

"It is a blessing to serve the troops like they serve us."

Regular participants in the fitness regiment insist that it's more than a style of exercise and outward change that makes Tae Bo unique.

It's Billy's message about developing the inner self and changing from the inside out. He calls it "Spirit, Mind, and Body Fitness," He says it's what has gotten him where he is today.

To his credits Mr. Blanks includes record breaking #1 best selling workout videos, special appearances on Oprah and a multitude of TV shows and movies. He most recently released his first book and currently boasts the title of fitness trainer to the stars.

Mr. Blanks started his program at 1100hrs on Tuesday, May 6th with an energetic Tae-Bo work out. All participants were encouraged to participate. The workout was followed by Mr. Blanks providing a short history of himself/Tae-Bo and information on workouts and sound nutrition.



MAY MENTUM
More Active You Fitness Program

Footnote:

Mr. Blanks donated his time (\$30,000. per session) He started by warming-up the participants, showing them the basic moves. Then he did an hour-long workout, followed by a sit-down question and answer period.

Quote "It is a blessing to serve the troops like they serve us."



AFRC Services News



Grissom - A Crew thats a Cut Above



Heads up!



Heads up!

Grissom Takes Advantage of Free Haircuts

The 434th Services Flight was recently visited by nine local beauticians and a hair company franchisee that offered their talents for two days in support of Grissom's troops. They worked from 6 a.m. to 6 p.m. on both days and approximately 100 military personnel took advantage of the free haircuts. At \$11.00 a cut, that was a \$1,100.00 savings for our service men and women. It was a great morale booster and was a big success.



Congratulations Elvira and Ana! Elvira is the Front Desk Supervisor and Ana is the Housekeeping Supervisor at North Country Lodge, Minneapolis, Minnesota. Both successfully completed and are certified by the Educational Institute, American Hotel & Lodging Association for Managing Front Office Operations and Housekeeping Management.

A Management Trainee's Reflections

A little over two years ago I packed up everything I owned and moved from the land of enchantment (New Mexico) to the land of 10,000 lakes (Minnesota). I had accepted a position with the Air Force as a Lodging Management Trainee. The Management Training program is designed to train and prepare college graduates for a Management position in the Air Force Services hard to fill positions. Some of these hard to fill positions are Lodging Managers and Restaurant Managers. As a lodging trainee my program consisted of two years of training with a potential offer for an Assistant Manager position.

I have to say that when I first began, my training book looked like a daunting mountain that I would be expected to climb over the next two years. But as my training progressed and more and more of the tasks were completed I found that it became exciting to see what I had completed and what was left to complete. As the months passed my mountain withered away into nothing until I had finally reached the top of that mountain. When my manager and I had our last meeting and she told me that I had completed all of my tasks I felt feelings of pride and accomplishment at what I had learned in just under two years.

During my whirlwind two years of training I have worked at the front desk, filled in for the Lodging Manager, written employee schedules, cleaned rooms side by side with housekeeping, crunched numbers with accounting, designed the hotel's web page along with many other mar-

keting programs and completed many other jobs and tasks throughout the hotel. I have been through the opening of a brand new facility, a Lodging Touch System installation, participated in the Innkeeper Competition and had the opportunity to attend many Air Force Management classes. I have also been able to attend the annual Worldwide Lodging Managers Conference the past two years. In the process I have learned to take pride in what I do and have gained self confidence in myself as a leader and Manager.

Being a Lodging Management trainee for the United States Air Force has been a lot of work mixed with lots of fun. I am not sure that I would have had such an enjoyable experience during my two years of training had it not been for the support and acceptance of the staff at the North Country Lodge. As my time here is drawing to an end I am excited for what the future and what the Air Force has in store for me. Minnesota and the North Country Lodge have become my home over the past two years.

I am looking forward to starting my career as an Assistant Manager in a new location and experiencing a different side of the Air Force.

-Whitney Warren, North Country Lodge Assistant Manager



North Country Lodge Assistant Manager Whitney Warren and Manager Tammy Davis

I Don't Have Time For A Management Trainee!!!

This is exactly what I said almost two years ago when I was asked if I wanted to participate in the Air Force Management Trainee Program. How could I possibly fit this most important program into a Lodging Manager's already busy schedule?

Today, I can without a doubt say that while it was an intense training program, it also gave back to myself and my staff a multitude of benefits and a sense that we helped "raise" a future Lodging Manager. Now, some of you might say, "Oh no! Another Tammy Davis!" (smile), but I would like to tell each of my co-managers that this was an experi-

ence I wouldn't trade for anything. And, I would most definitely participate in again. Yes, it's a lot of work. But anything worthwhile always is. As a manager you are running an organization and this additional duty can seem overwhelming at times: personnel actions, building issues, supplies, money, headquarters calling (smile), and, oh yeah, train that intern, etc. But it can be done.

I thank Whitney Warren for the opportunity to work with such an outstanding and promising individual. She will be a leader amongst all of us someday. Congratulations Whitney! North Country Lodge will miss you much!

-Tamara J. Davis, North Country Lodging Manager



Doing The “Right Thing”....Honoring And Returning Our Fallen Heroes Home

On 26 March 2003, my unit deployed to the Dover Port Mortuary, Dover AFB, Delaware, in support of Operation IRAQI FREEDOM (OIF). Initially, when put on standby, I had mixed emotions; after all it had been about four years since I had last performed port mortuary duties. During the couple of days of waiting, a quote by Dr Martin Luther King Jr. kept coming into my thoughts. He said, “My obligation is to do the right thing. The rest is in God’s hands.” Doing the “right thing” was to leave my family, deploy to the Dover Port Mortuary and assist with the process of preparing my fallen comrades in arms for their final journey home to their loved ones.

During the combat phase of Operation Iraqi Freedom, six AFRC Port Mortuary teams assisted AMC Services at the Dover Port Mortuary from 19 March to 31 May. Over 118 personnel from 315SVF, 349MAS, 459SVF, 512MAS, 514SVF and 911 SVS volunteered or were mobilized to perform port mortuary operations.

Their actions in positively identifying our fallen comrades and returning them to their loved ones played an important part in providing outstanding mortuary support. This article is an example of their superb service and dedication.

Admittedly, this experience at the port mortuary was very different from the many others I had previously experienced. This was the first time for performing mortuary duty during a war and the service members we received at the port mortuary had done the “right thing”: they had fought bravely; had given their lives in defense of our great nation, and the preservation of the freedoms and safety we all enjoy. Also, what made this duty different from the others was the level of commitment of the entire port mortuary team to not have one soldier, marine, sailor or airmen unidentified and to have each respectfully returned home. Many Air Force Services units, both active duty and reserve, along with Army, Marine, and Navy, FBI, and Armed Forces Medical Examiners (AFME) all served harmoniously with each other to accomplish this task. A huge “THANK YOU” goes out to all the men and women who served at the port mortuary during OIF and did the “right thing.” Three of the reserve units were eventually mobilized and remained in place after my unit and other volunteers departed to return to their units and families.

In doing the “right thing,” I had the experience of a lifetime. It is not a sad experience but one of reverence and honor. I made friends that will last a lifetime. Plus I had the privilege to serve with some of the best Services troops in the US Air Force. Finally, to have served and assisted with returning home our nation’s heroes, those who made the ultimate sacrifice and gave their lives for all Americans was my contribution to this war... it was the “right thing” to do and the rest is in God’s hands.

Respectfully Submitted,

ANNETTE M. SANKS, MAJ, USAFR
Commander, 459th Services Flight
Andrews Air Force Base, Maryland



926th Members Receive Recognition

Members of the 926th Services Flight, NAS JRB New Orleans recently received recognition for outstanding service while activated in support of Operation IRAQI FREEDOM with the 469 ABG, Rhein Main AB, Germany. MSgt David Thomas was selected as Deployed



SNCO of the Month for May 2003 and TSgt Kevin Payton was selected as Deployed NCO of the Month for May 2003. MSgt David Thomas is

managing transient lodging facilities for over 1200 beds/400 rooms, and is responsible for

tracking between 800-900 personnel daily transiting to and from combat theaters. TSgt Payton is managing the only USAFE flight kitchen serving hot meals in the command, and one of the busiest flight kitchens, producing over 7,000 meals per month in support of air transport operations critical to the war effort.

In addition, MSgt Stacy Riley, 926th Services Flight First Sergeant, has been elected as the first African-American member of the St. Bernard Parish School Board.

Major Joseph C. Chautin, III
926 SVF/CC
NAS JRB New Orleans, LA
DSN: 678-3562 or 3316
joseph.chautin@neworleans.af.mil



Combat Support and Community Service

Youngstown Couple Lives By The Services Motto

MSgt Todd Morris has been in the military for 19 years, and is the Manager of Dining Hall Operations at the 910AW/SVS.

He is a very key player with the unit and committed to excellence both in his military job and with caring and compassion as is evidence by his civilian career as a school teacher of mentally challenged students.

When the call to activation came, he and his fiancée Becky decided this would be the right time to get married, and their 910 Services Squadron friends and family were the right people to share this beautiful experience with including other co-workers with whom Todd had been training on base in preparation for deployment. Although the unit has not yet been deployed from Youngstown

Air Reserve Station, Todd and his wife feel very honored and pleased that their unit and “extended” family were able to share this experience with them. Todd has said that the time and the circumstances just made it a more perfect decision for both he and his new bride, Becky, who is a counselor in the educational system.



Meet MSgt Todd Morris and his wife Becky

The couple were married at the base chapel and then took a carriage ride across base where they held a very open Wedding Reception at the Eagle's

Nest Club with most of the base having an opportunity to stop by and wish them well on their new “assignment,” that of husband and wife, now dedicated to serving one another forever.



After departing the base chapel, the couple took a carriage ride to the Eagle's Nest Club for their reception



Month of the Military Child Celebration at Minn-St Paul IAP ARS

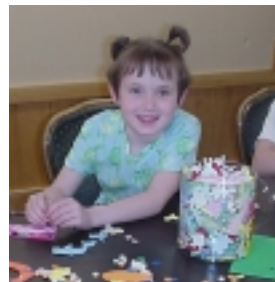
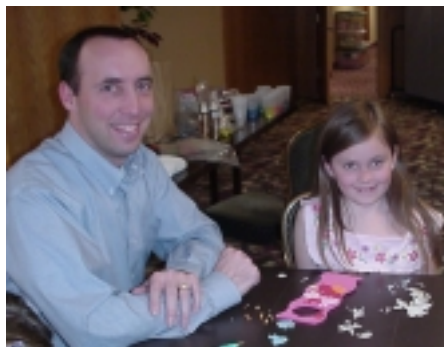


The 934th AW Consolidated Club celebrated the culmination of Military Child Month with a family buffet and Arts and Crafts for the children.

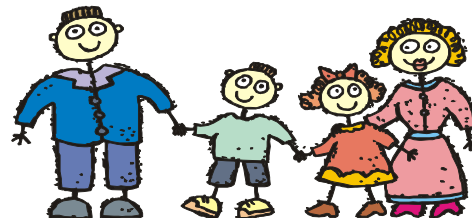
The parents participated with the children and enjoyed refreshments after dinner while the children worked on their projects.



Margo Leslie, 934th Services Chief, conducted the activities and noted that this is one of the special things she enjoys doing as the Chief of Services.



“Kids just wanta
have fun!”



Portland Services Reaches New Heights

In May of 1995, HQ AFSVA Marketing designed an annual survey to evaluate customer satisfaction with the quality of service, facilities, equipment, value and overall activity for all Services programs.

The FY03 survey was administered at a total of 98 Air Force installations worldwide and targets Air Force active duty officers and enlisted, DoD civilians and retirees.

After all data was collected, compiled and the dust settled, Portland stood out as receiving their highest ratings since 1996 in each category. But it doesn't end there. Portland was also recognized as the only installation in AFRC to increase their ratings in all areas since the survey began.

Most notable was the increase in Customer Service and in Overall Activity Assessment between FY02 and FY03.

"We take our job seriously but enjoy and have fun doing it," said Gary Morris, Services Chief. "One program we expanded was our Ticket and Tour operations. Instead of sticking with the typical amusement park sales, we formed a partnership with the Portland TrailBlazer's, Oregon's premier NBA Basketball team. We were able to negotiate group rate prices but sell individually to the military. At times the Blazer organization would show their appreciation for the military by offering free tickets to their games. Our customers are extremely delighted to be recognized and remembered!"

"We also recognized that there was something missing to bring the community together. After identifying the need, our Outdoor Recreation and Fitness Center got together and established annual basketball, football and

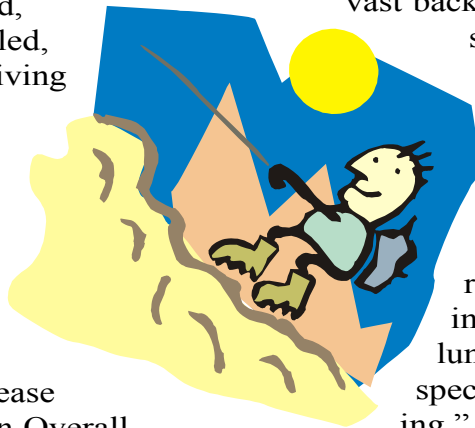
softball tournaments in which all branches of the military participate yearly."

"The largest improvement to our organization was finding a kitchen chef for the club who could put out good meals at reasonable prices. We wanted that person to be able to provide fast food meals during the day then turn around and cater to wedding parties at night. We were fortunate to find Mr. Thomas Hedlund who has a vast background in food

service. Since Mr. Hedlund's arrival, the club has received several comments praising Tom's culinary expertise. For this reason, business has increased in both the lunch hour service and special function catering."

What's in the future? "Our management style is to constantly look for new and innovative ways to improve programs and facilities and make our customers aware that we are here for them. When we interact with them, we use their feedback to meet their needs."

"But the bottom line is, this is not a single individual accomplishment, but a group effort by management and staff of the 939th Services team." **(Dean Herrea, 939 SVR, 638-4748)**



Tom Hedlund, Chef, Columbia Pointe Club, stands ready for a busy lunch crowd.

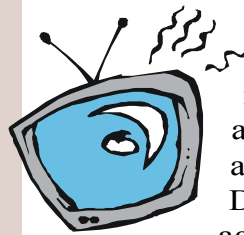
(photo by Dean Herrera, 939 SVR)

Another Successful Event at Dobbins

On Saturday, June 7, 2003 Dobbins ARB Services conducted an auction of Services property. Due to the amount of merchandise being sold, the auction was held in a hangar on Dobbins.

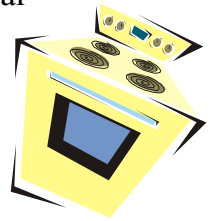


Customers went home with items such as: bedroom suites, lobby furniture, T.V. armoires, jet skis, lawn equipment, and campers. The evening was as rowdy as it was profitable with over 300 customers participating.



Joe Goss, Dobbins' former Services Chief was the auctioneer and received a round of applause for his abilities at the end of the evening. Dobbins' Lodging Manager, Alice Fields was on hand with snacks and drinks for all

participants. Our "snack bar" brought in an income of \$400. The event was a huge success with an MWRF income of \$12,952, a Lodging income of \$11,234 and a total income for the night of \$24,186.



Congratulations to HQ AFRC Services Quarterly Award Winner, Sylvia Schultz, NAF Payroll. Who says you can't have your cake and eat it too...

A Good Idea At Dobbins Pays!

On 24 March 2003, the United States moved into Operation Iraqi Freedom, by 25 March, Emmila Bozeman, Marketing Assistant and Rhonda Ingram, Services Admin Asst/Purchasing Agent were making Supporting Operation Iraqi Freedom t-shirts.

The shirt design was created and put into action by Emmila and with Rhonda's knowledge of wax thermal processing, they printed 200 shirts in one day. The shirts were advertised over basewide email and were sold at the Consolidated Club during lunch for two days. In 2 days over \$1000.00

was grossed for the Services Creation Shop. The shirts sold for \$5.00 each and were such a huge success that it was difficult to keep up with the demand for several weeks.

After the initial sale, orders were taken at the Services Creation Shop, this was to our advantage because people would see more than just shirts, they saw all that Creations has to offer. It has also brought more t-shirt business to Creations. A cash award of \$200.00 was given to Emmila for her idea that paid off!